

Part C State Annual Performance Report (APR) for 2006

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision / General Supervision

Indicator 10 : Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

Measurement: Percent = (1.1(b) + 1.1(c)) divided by (1.1) times 100.

FFY	Measurable and Rigorous Target
2006	100%

Actual Target Data for 2006: 100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2006:

All complaints submitted in writing to DES/AzEIP, by families, individuals, or organizations are recorded in a Formal Complaint Log. DES/AzEIP utilizes the log for tracking and documenting activities, timelines, and findings for each written complaint.

DES/AzEIP received one formal written complaint, which was investigated and a report issued, with findings, within the 60-day timeframe.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2006

Improvement Activities	Timelines	Status
DES/AzEIP Continuous Quality Improvement Coordinators will utilize the Formal Complaint Log to track dispute resolutions carried out by an AzEIP service providing agency, and to ensure complaints, findings, and timelines adhere to AzEIP policies and procedures and IDEA, Part C.	January 2007	Completed

APR Template – Part C (4)

ARIZONA
State

Continued implementation of the AzEIP Standards of Practice to support understanding of how and when to provide families with their procedural safeguards.	December 2005 with annual trainings	On-going through AzEIP Policies and Professionalism training, a required content area in the AzEIP Standards of Practice.
Conduct semi-annual reviews of the complaint logs to assist in identifying and resolving systemic issues.	December 2005 and every six months through 2010	Completed; AzEIP CQICs reviewed tracking log in January 2007. Informal complaints were resolved and primarily came from parents involved with one IPP contractor in Maricopa County, which was under a Demand for Assurance due to persistent non-compliance.
Implement a reminder system to alert the complaint investigator a week prior to a complaint due date that the 60-day timeline is about to expire.	January 2006	Completed.
Incorporated herein are the improvement activities from Indicator #9 regarding (i) implementation of the NCSEAM family survey to collect data about family rights; (ii) establishment or revision of policies and procedures; (iii) implementation of the monitoring system; and (iv) reviewing and, if needed, revising the policies, procedures, and/or tools of the CMQIS to ensure alignment with new federal and/or State policies and procedures.		